

Russell-Cooke Complaints Procedure

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our service to you.

How to make a complaint

If you have a complaint, you should initially raise any concerns with the person who has conduct of your matter. You can contact us in writing (by letter or email) or by telephone.

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details;
- what you think we have got wrong;
- how you would like your complaint to be resolved; and
- your file reference number (if you have it).

If you require any help in making your complaint we will try to help you.

If the complaint cannot be resolved you should contact the Departmental Client Care Partner (details are provided in the retainer letter sent to you at the outset of the matter).

If you don't know who to speak to or in the event that your concerns are still unresolved, then please set out your complaint in writing to our Head of Risk and Compliance, Anu Kapila, who has overall responsibility for complaints. Anu Kapila's contact details are:

Anu Kapila, Russell-Cooke LLP, 2 Putney Hill, Putney, London SW15 6AB
Email: anu.kapila@russell-cooke.co.uk

How your complaint will be dealt with

1. We will acknowledge any written complaint within 2 working days of receipt. We may ask you to confirm or explain any details. Your complaint will then be investigated by Anu Kapila. You will not be charged for our time spent in investigating and responding to your complaint.
2. We usually aim to complete investigations within 21 days, but it may take longer, especially if files have been archived or are particularly complex. We will aim to conclude our investigation within 8 weeks of your complaint being made.
3. We hope that we can resolve your complaint and Anu Kapila will write fully to you setting out her views.

What happens if you do not agree with our conclusion about your complaint?

Alternative dispute resolution (ADR) bodies exist, which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an ADR process.

If, therefore, you wish to complain further, you may be able to refer your complaint to the independent organisation, the Legal Ombudsman. The Legal Ombudsman generally expects consumers to exhaust the law firm's complaints process before referring a complaint to it.

The Legal Ombudsman's website is www.legalombudsman.org.uk and contains useful information including the criteria for accepting a complaint (broadly, only from individuals and small businesses, charities and similar organisations) and time limits.

If you wish to refer your complaint to the Legal Ombudsman, this must be done within six months from the date of our final response to your complaint and also within one year from the act or omission about which you are concerned or within one year from when you should have known about the complaint.

The Legal Ombudsman's contact details are:

PO Box 6167
Slough
SL1 0EH
Telephone number: 0300 555 0333
Email enquiries should be sent to: enquiries@legalombudsman.org.uk

The Solicitors Regulation Authority

Information relating to reporting concerns about an individual or a firm to the Solicitors Regulation Authority (SRA) is available on the [SRA website](#). Please note that the SRA does not deal with complaints about poor service. Further information is available [here](#), and they may be contacted at:

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN
Telephone number: 0370 606 2555

Procedure last reviewed and updated May 2024.